

FIG. 1

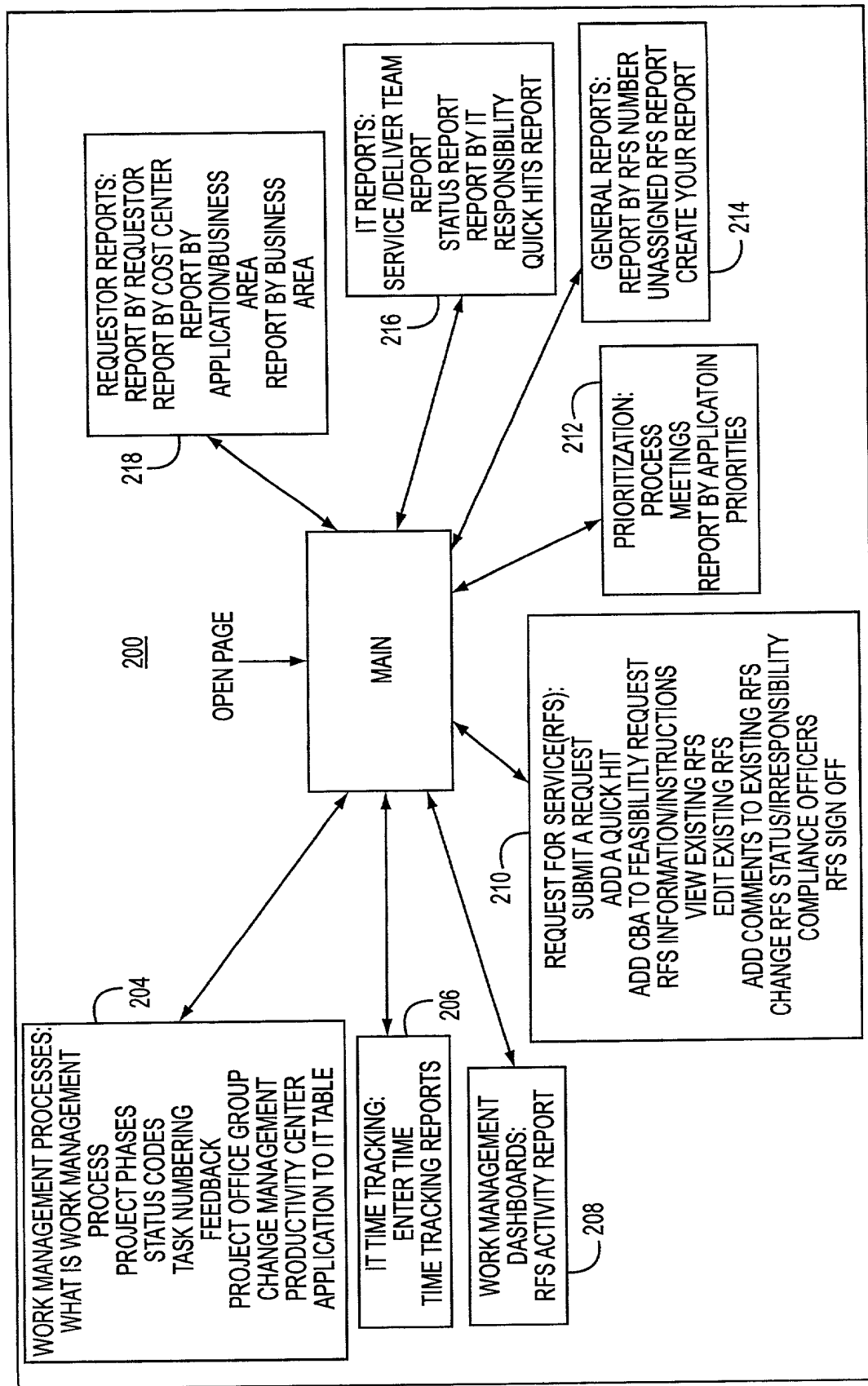


FIG. 2

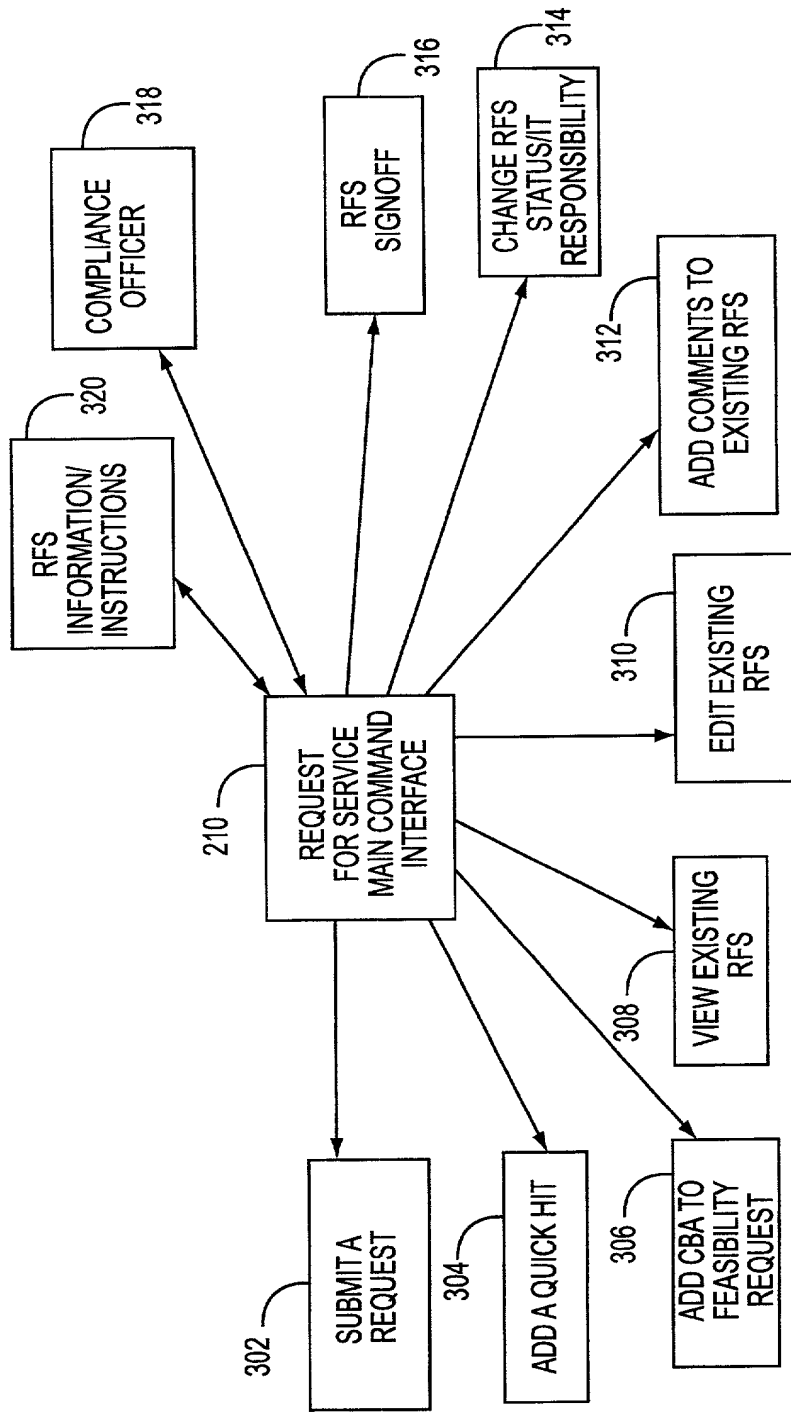


FIG. 3

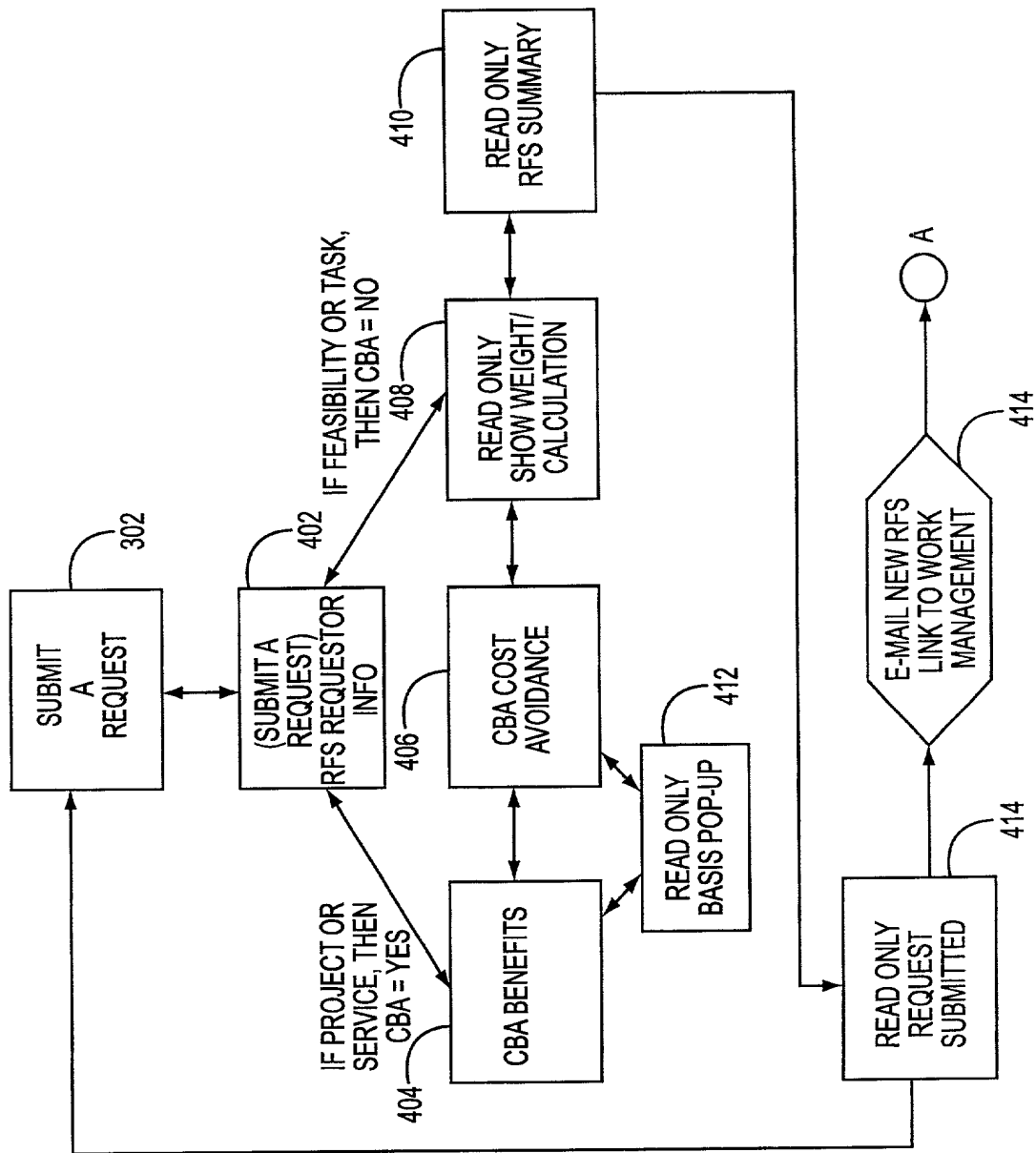


FIG. 4A

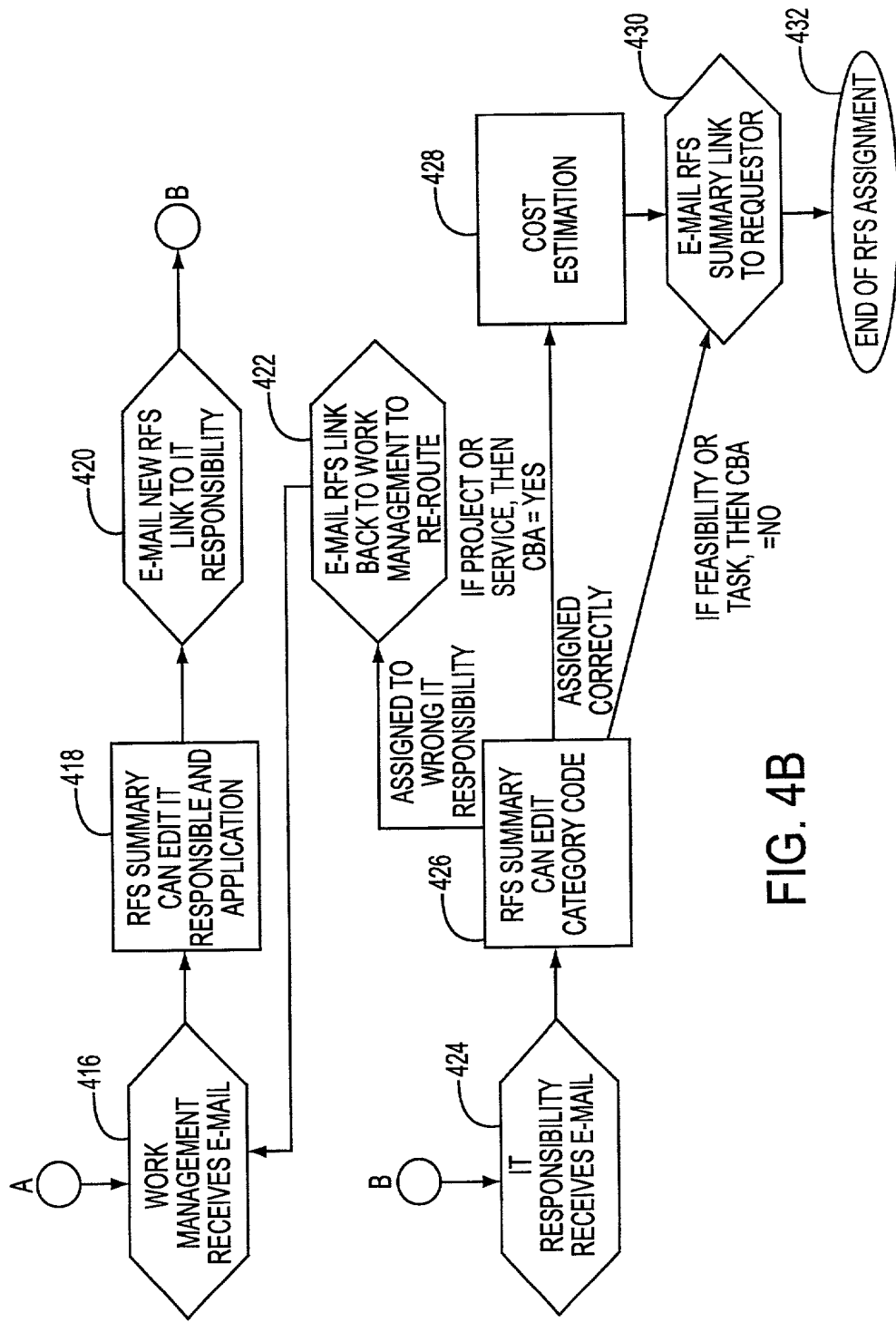


FIG. 4B

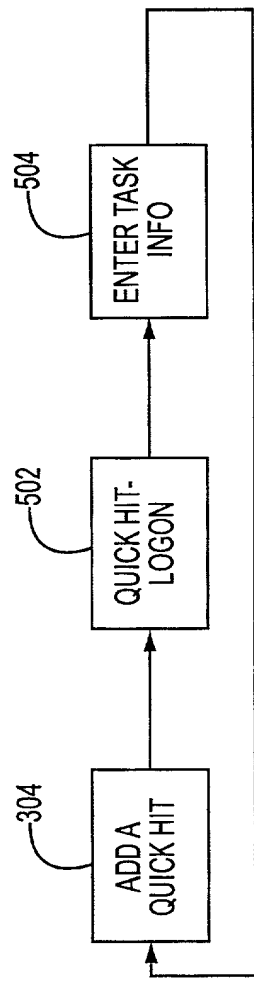


FIG. 5

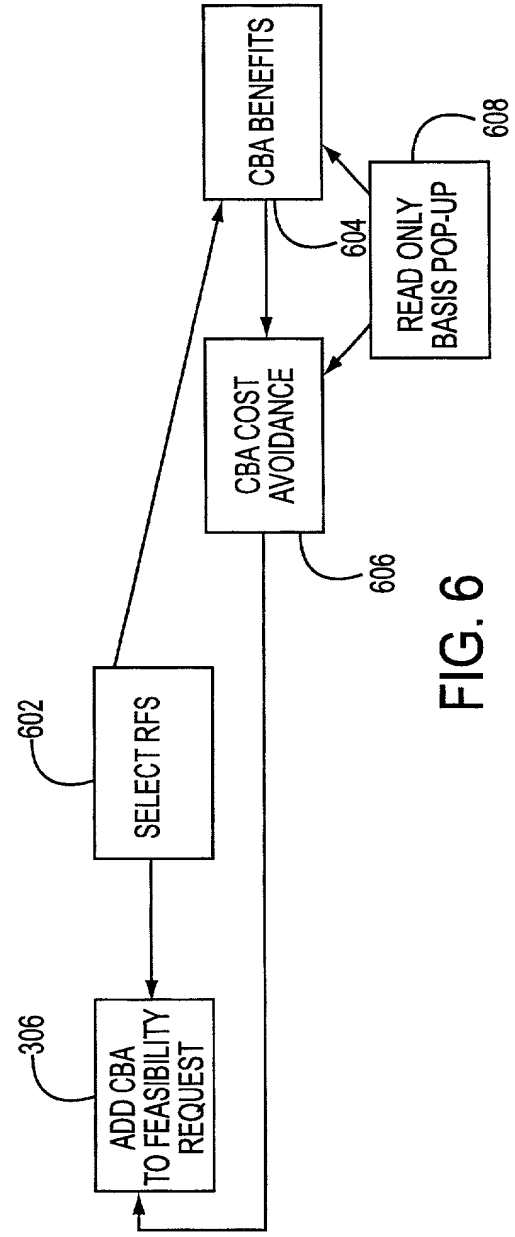


FIG. 6

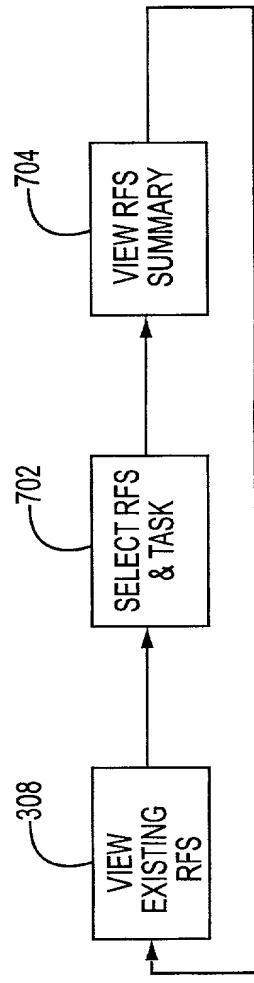
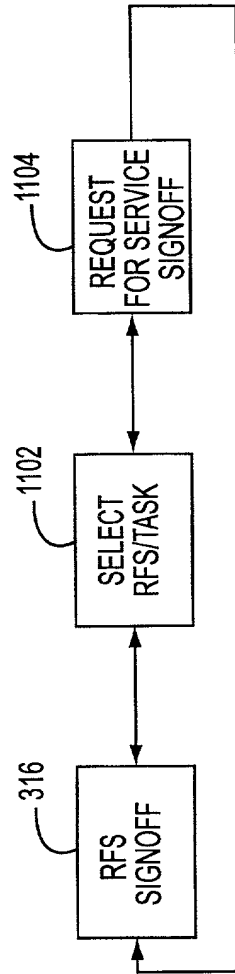
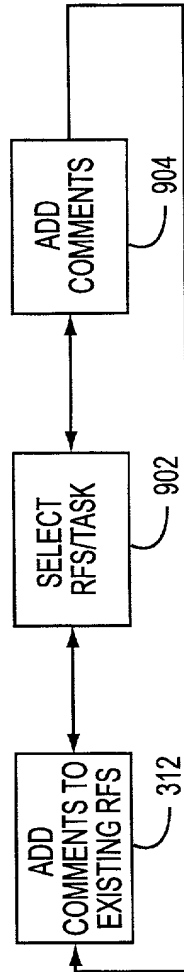
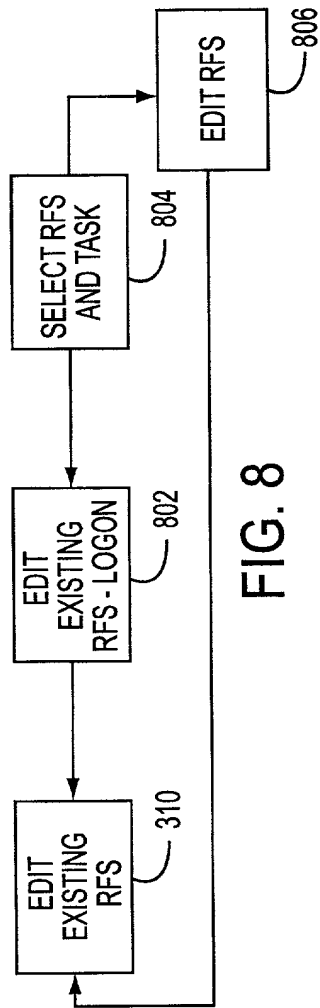


FIG. 7



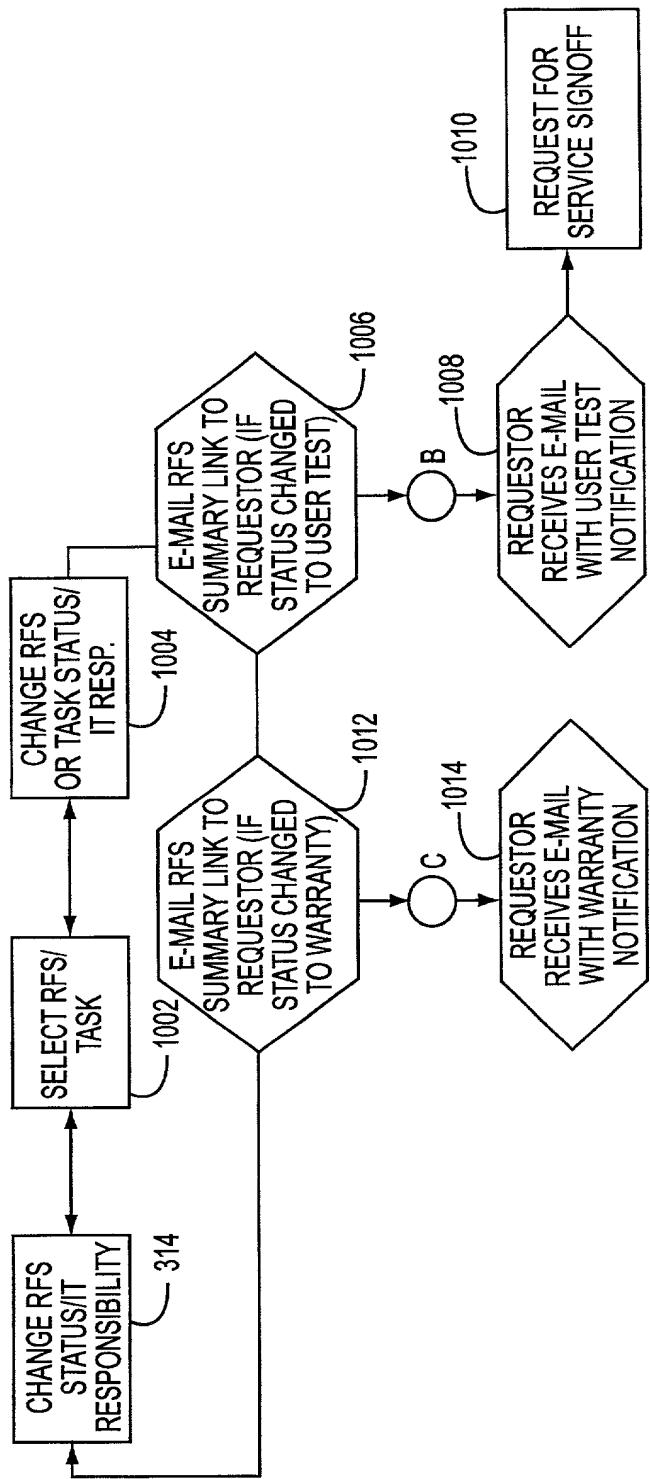


FIG. 10

Request for Service					
RFS # <input style="width: 100px;" type="text"/>			TASK # <input style="width: 100px;" type="text"/>		
Items to be completed by REQUESTOR:					
Bus. Cost Center <input style="width: 100px;" type="text"/>	Requestor <input style="width: 100px;" type="text"/>		Phone # <input style="width: 100px;" type="text"/>		
Site Code <input style="width: 100px;" type="text"/>	Req. Department <input style="width: 100px;" type="text"/>		Fax # <input style="width: 100px;" type="text"/>		
Business Critical Date <input style="width: 100px;" type="text"/>	Reason <input style="width: 100px;" type="text"/>				
Request Type: Feasibility <input style="width: 50px;" type="checkbox"/> Project <input style="width: 50px;" type="checkbox"/> Service <input style="width: 50px;" type="checkbox"/> Express Lane <input style="width: 50px;" type="checkbox"/>					
Short Description <input style="width: 150px;" type="text"/> Task <input style="width: 50px;" type="checkbox"/> Code Move <input style="width: 50px;" type="checkbox"/> New Product <input style="width: 50px;" type="checkbox"/>					
Describe the requirements for this request:					
Application Name <input style="width: 150px;" type="text"/>			Attachments to be Forwarded <input style="width: 100px;" type="text"/>		
At a strategic level, explain what this request is intended to accomplish for the business:					
Request Category: DV <input style="width: 50px;" type="checkbox"/> PC <input style="width: 50px;" type="checkbox"/> EN <input checked="" type="checkbox"/> MM <input style="width: 50px;" type="checkbox"/> SE <input style="width: 50px;" type="checkbox"/> MC <input style="width: 50px;" type="checkbox"/> TC <input style="width: 50px;" type="checkbox"/>					
AR <input style="width: 50px;" type="checkbox"/> IR <input style="width: 50px;" type="checkbox"/>					
Total Cost Estimate			Total Benefit Estimate		
Amount <input style="width: 100px;" type="text"/>		\$0		Amount <input style="width: 100px;" type="text"/>	
Request Weight <input style="width: 50px;" type="text"/>		0			
Approval - Department Manager					
Manager <input style="width: 150px;" type="text"/>			Date <input style="width: 100px;" type="text"/>		
Items to be completed by IT WORK MANAGEMENT:					
Date Received <input style="width: 100px;" type="text"/>	Short Name <input style="width: 100px;" type="text"/>			Application Code <input style="width: 100px;" type="text"/>	
Team <input style="width: 100px;" type="text"/>	IT Responsibility <input style="width: 100px;" type="text"/>		Extension <input style="width: 100px;" type="text"/>		Cost Center <input style="width: 100px;" type="text"/>

FIG. 12

Requestor Name (Last)	<input type="text"/>	(First)	<input type="text"/>
Dial Com Phone	<input type="text"/>	Dial Com Fax	<input type="text"/>
Business Cost Center	<input type="text"/>		
Site	<input type="text"/>	Requestor's email	<input type="text"/>
Business Critical Date	<input type="text"/>		
Short Description	<input type="text"/>		
Add task to existing RFS	<input type="checkbox"/>	RFS Number	<input type="text"/>

Describe the requirements of this request

Application Name	<input type="text"/>	Attachment	<input type="checkbox"/>
Request Type	<input type="text"/>	E-Request	<input type="checkbox"/>

At a strategic level, explain what this request is accomplishing for the business

FIG. 13A

VIEW RFS SUMMARY -

?

RFS Number	: 60819600	Task Number	: 1016
Date Received	: 12/28/00 11:05:20 AM		
First Name	: wanda	Last Name	: macgregor
Phone #	:	Fax #	:
Business CC	: 081 - Request Fulfillment	E-Mail ID	: wanda.macgregor@gecapital.com
Site Code	: Lynchburg	Reason	:
Critical Date	:	Status	: Received
Request Type	: Quick Hit	Strategic Alignment	:
Request Category	Other	Compliance Officer	:
Compliance Factor	:	Manager's E-Mail ID	:
Approving Manager	:	Application Priority	:
Application Name	: WORK MANAGEMENT		
IT Responsibility	: WANDA MACGREGOR		
Project Description (Short)	testing		
Strategic Explanation			

FIG. 14

Back

?

Request for Service

Feed Back

Items to be completed by the Requestor :

This Form is automatically submitted

Requestor Name (Last)

Dial Com Phone

Requestor's email

RFS Number

Business Critical Date

Short Description

(First)

Dial Com Fax

(i.e. ### - #####)

(i.e. john.smith@gecapital.com)

(mm / dd / yyyy)

Reason

Describe the requirements of this request

FIG. 15

Edit RFS -	
<div> <div>The fields in blue are editable and optional.</div> <div>The fields in red are editable and mandatory.</div> </div>	
RFS #	: 61100001
First Name	: Anne-Patrick
Site Code	: Richmond
Application Name	: DISTRIBUTION SUPPORT
Compliance Factor	: IT Responsibility
Business CC	: 000 - CSIG Admin Group
Phone #	: 888-2917
Requestor EMail	: joy.taylor3@gecapital.com
Critical Date (mm-dd-yyyy)	: 12/29/2000
Strategic Alignment	: Compliance Officer
Approving Manager	: Reason
Project Description (Short)	: Mod
Strategic Explanation	: Mod to the CPG4 screen

FIG. 18

?

The comments for the requested RFS# and Task# :

Back

Reset

Submit

FIG. 19

Change Status / IT Responsibility			
RFS # : 62650001	Task # : 0000		
Current Status	: Received	Change Status To	<div>Received</div>
Current IT Responsible Person	: JOY TAYLOR	Change IT Responsible Person To	<div>JOY TAYLOR</div>
		<div>Back</div>	<div>Reset</div> <div>Submit</div>

FIG. 20

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RFS Sign Off

Select a RFS# and Task# :

RFS#

Task#

Back

Reset

Next

FIG. 21

Back

GE Financial Assurance

Request for Service - Sign Off

TaskNumber :0000

Short Description : TAI

RFSNumber :62650001

PART 1 - To be completed by DEVELOPER

1. Programs written or changed

☐ Mainframe ☐ Lan

Comments:

2. Output reports produced or changed

1a. Operational Changes

JCL Change No Date

New Job No Date

PROC Change No Date

PARM Change No Date

Laser Form Change No Date

3. IT Test

Unit test verified by user N/A Date

FIG. 22A

Q Fix Installation	N/A	Date			
4. Documentation Status					
<input type="radio"/> Complete					
<input type="radio"/> Will be Completed by					
<input type="text"/>					
5. Developer Signature :					
<input type="text"/>					
Extension : <input type="text"/>					
Date : <input type="text"/>					
PART II - To be completed by REQUESTOR					
Testing has been completed satisfactorily and this can now be moved into Production.					
Comments :					
<input type="text"/>					
Customer Signature :					
<input type="text"/>					
Extension : <input type="text"/>					
Date : <input type="text"/>					
(Once you sign here, the status of RFS/Task will be changed to 'Pending Production Implementation'.)					
PART III - To be completed by IT Change Management					
Move to Production.					
Signature :					
<input type="text"/>					
Date : <input type="text"/>					
<input type="button" value="Back"/> <input type="button" value="Reset"/> <input type="button" value="Submit"/>					

FIG. 22B

Generate Report

Transfer to Excel

Print Report

To Hide columns, point to field names and click mouse.

RFS#	Task#	Department	Description	Request Type	Application Code	Requestor	Date Received	Cost	Benefit	Weight	Compliance	IT Responsibility	Status	Status Date	Comments Link
50480001	1000	Information Technology	List NIGO and MFU	Quick Hit	PEGA	Taylor,Joy	11/29/00 10:12:07 AM	0	0	99	None	JOY TAYLOR	Assigned	11/29/00 5:12:20 PM	Comments
50480001	6000	Information Technology	test	--	WKMG	Taylor,Joy	11/28/00 2:06:24 PM	0	0	0	---	---	Received	11/28/00 2:06:24 PM	Comments

Home

FIG. 23

Create your own report

Select the fields that you want to get included in the report:

☒ RFS #

☒ Task #

☐ Description

☐ Requestor Name

☒ Department

☒ Request Type

☒ Request Category

☒ Application Code

☒ Date Received

☒ Cost

☒ Benefit

☐ Weight

☒ Compliance

☒ IT Responsibility

☐ Status

☐ Status Date

☐ Comments

All

All

All

All

Equal To

Greater Than

Equal To

None

FIG. 25

Sort By:

RFS No.

Task No

Department

▲

▼

▼

Ascending

▼

Number of Records :

☒ All

☐ No. of Records :

Generate Report

Home

FIG. 26

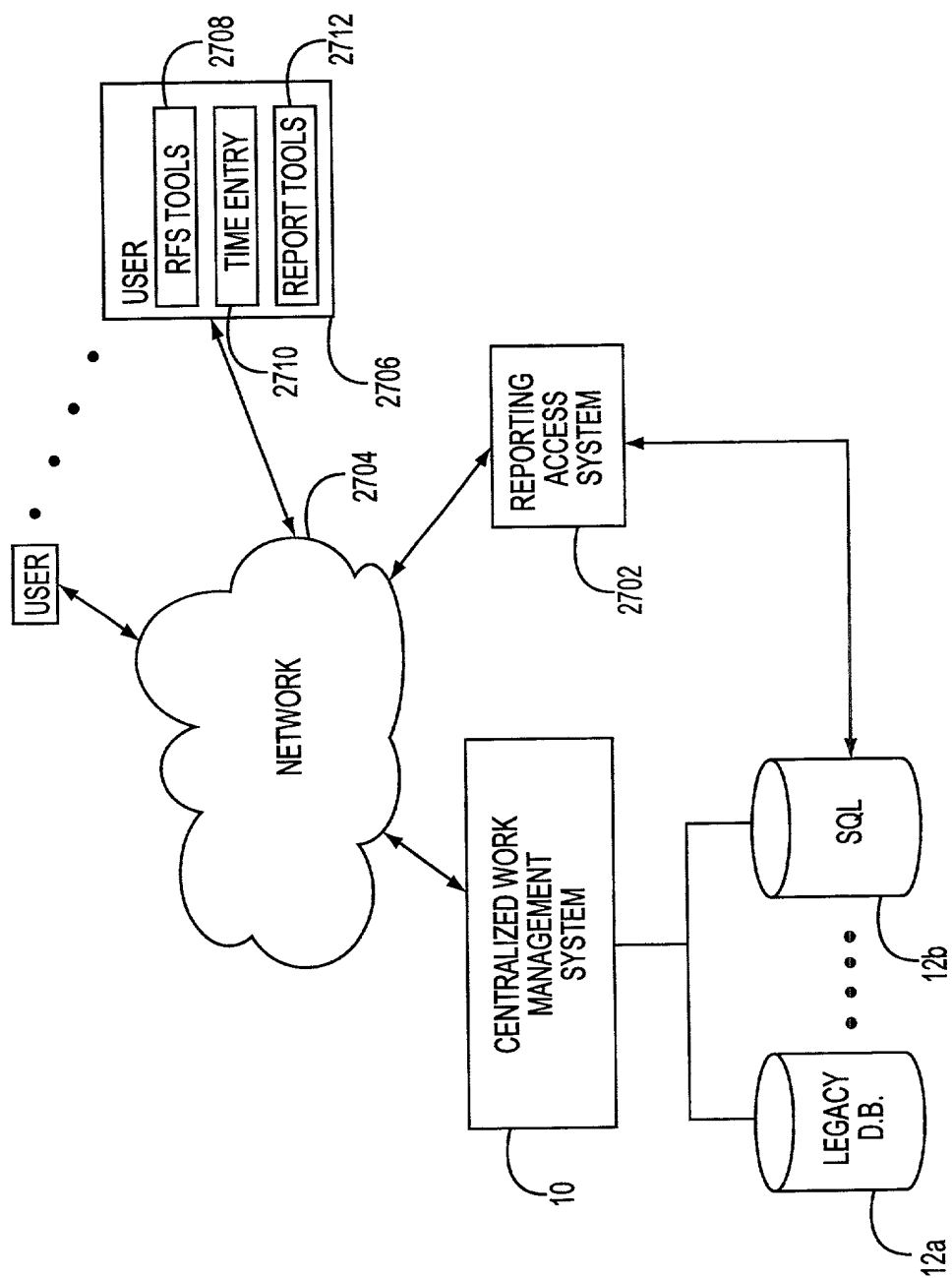


FIG. 27